

ABSTRACT OF THE DISCLOSURE

A rank assignment system receives input of  
a complaint from a web page provided as an input/output  
interface of information, calculates points for each  
analysis-determination item used to analyze and  
determine the complaint, on the basis of the result  
obtained by analyzing product information, held by a  
matter data base section, related to a sales product,  
and a preset condition for the result, then totals the  
points calculated for the analysis-determination items,  
and assigns a rank to the complaint on the basis of the  
totalled points and a preset point range.

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